

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 16-49-46

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
58	58	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

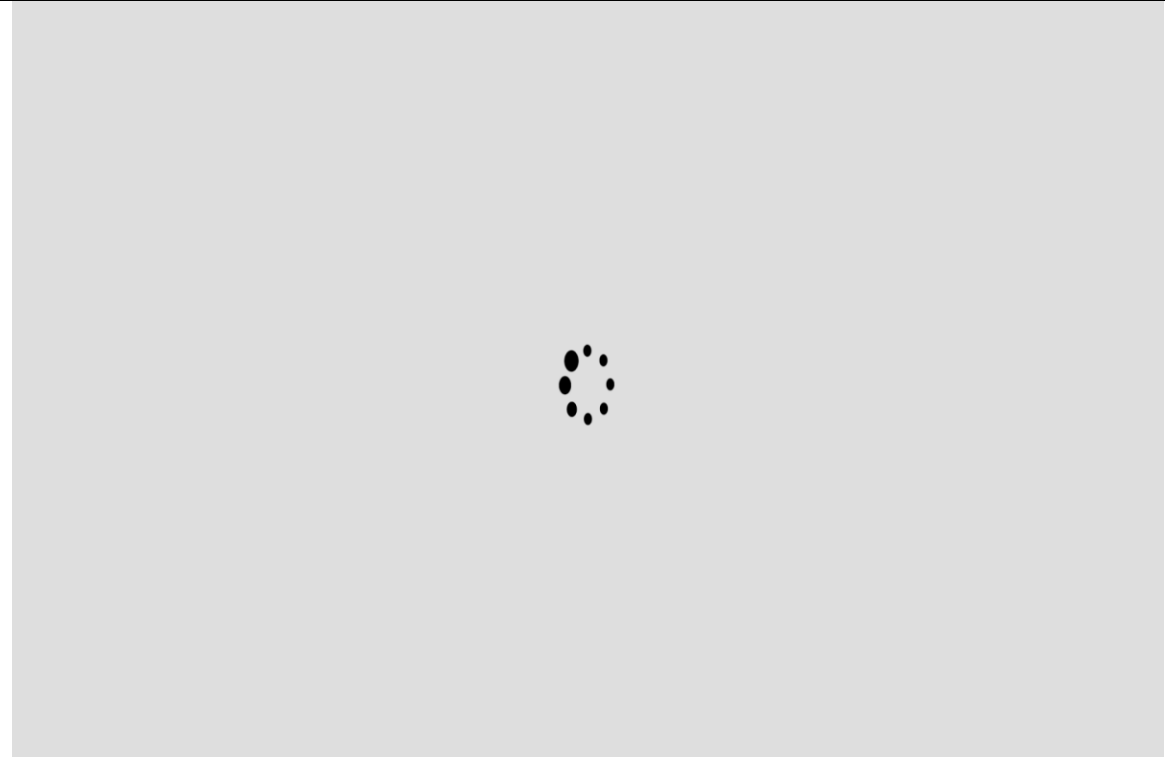
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



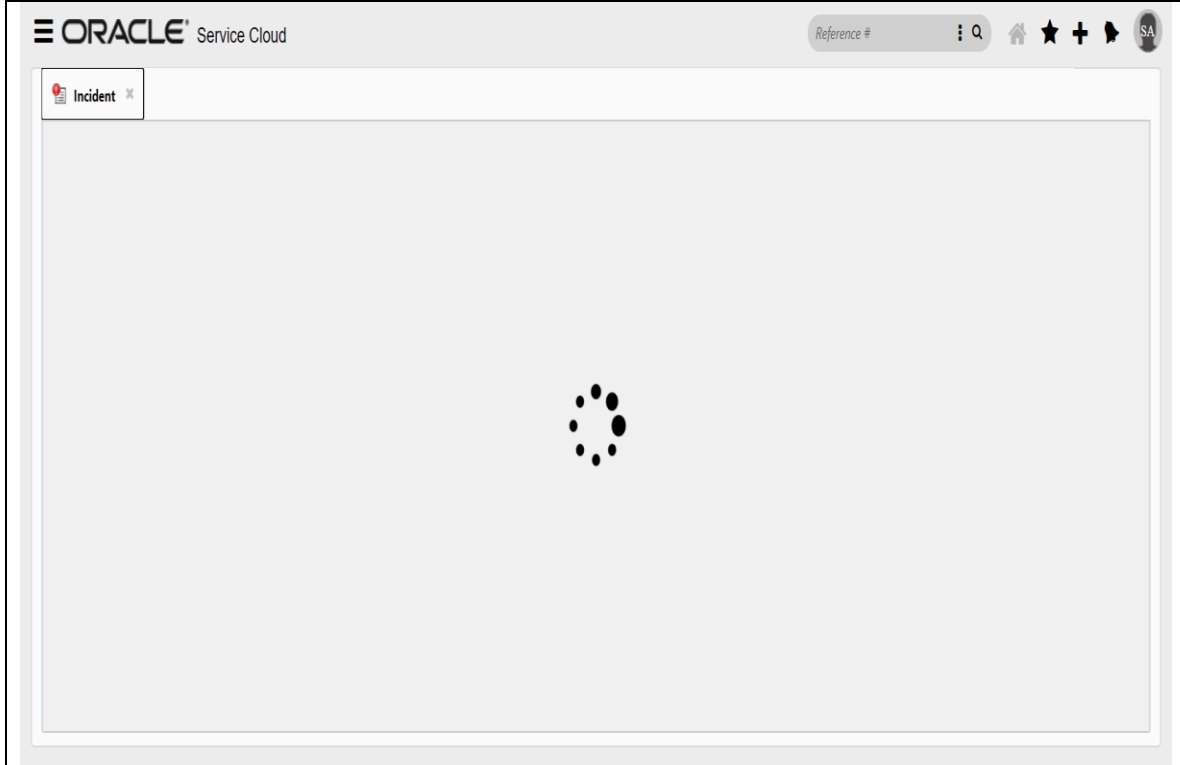
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



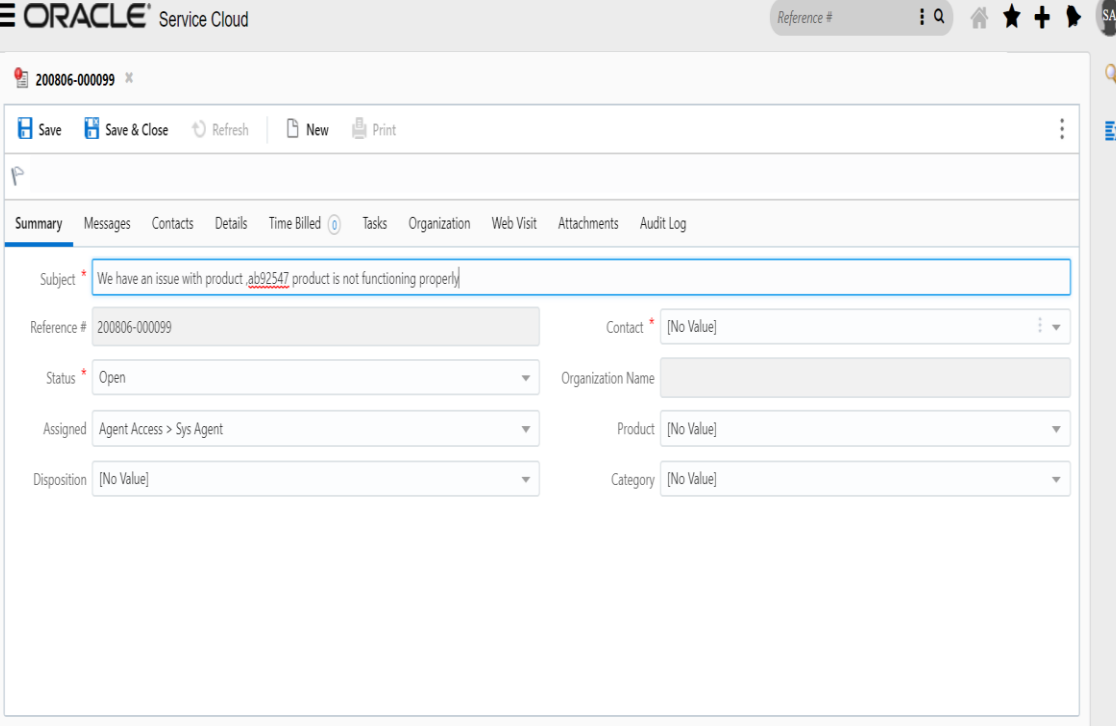
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: We have an issue with product ,ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for creating or editing an incident. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text 'We have an issue with product ,ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000099), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the form area.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is present. Below this, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	We have an issue with product ,ab92547 product is not functioning properly
Reference #	200806-000099
Contact *	Adam Smit
Status *	Open
Organization Name	
Assigned	Agent Access > Sys Agent
Product	[No Value]
Disposition	[No Value]
Category	[No Value]

The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the record view. A right-hand sidebar contains additional navigation and utility icons.

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a sidebar contains navigation options: 'Recent' (with a red icon and ID 200806-001), 'Save', 'Summary', 'Subject' (with a red asterisk), 'Reference #' (with a red asterisk), 'Status' (with a red asterisk), 'Assigned' (with a red asterisk), and 'Disposition'. The 'Assigned' field is currently active, showing a dropdown menu with the following options: 'Recent' (highlighted in blue), 'Minhaj Ameen', 'Sys Agent' (highlighted in blue), 'System Agent2', and 'All'. Below the 'Assigned' dropdown, the 'Disposition' field is set to '[No Value]'. The main content area on the right shows a form with fields for 'Contact' (set to 'Adam Smit'), 'Organization Name' (set to 'California Federation'), 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]'). The top of the interface features the Oracle Service Cloud logo, a search bar, and a user profile icon labeled 'SA'.



Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000099

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface \* mow\_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

Loading spinner

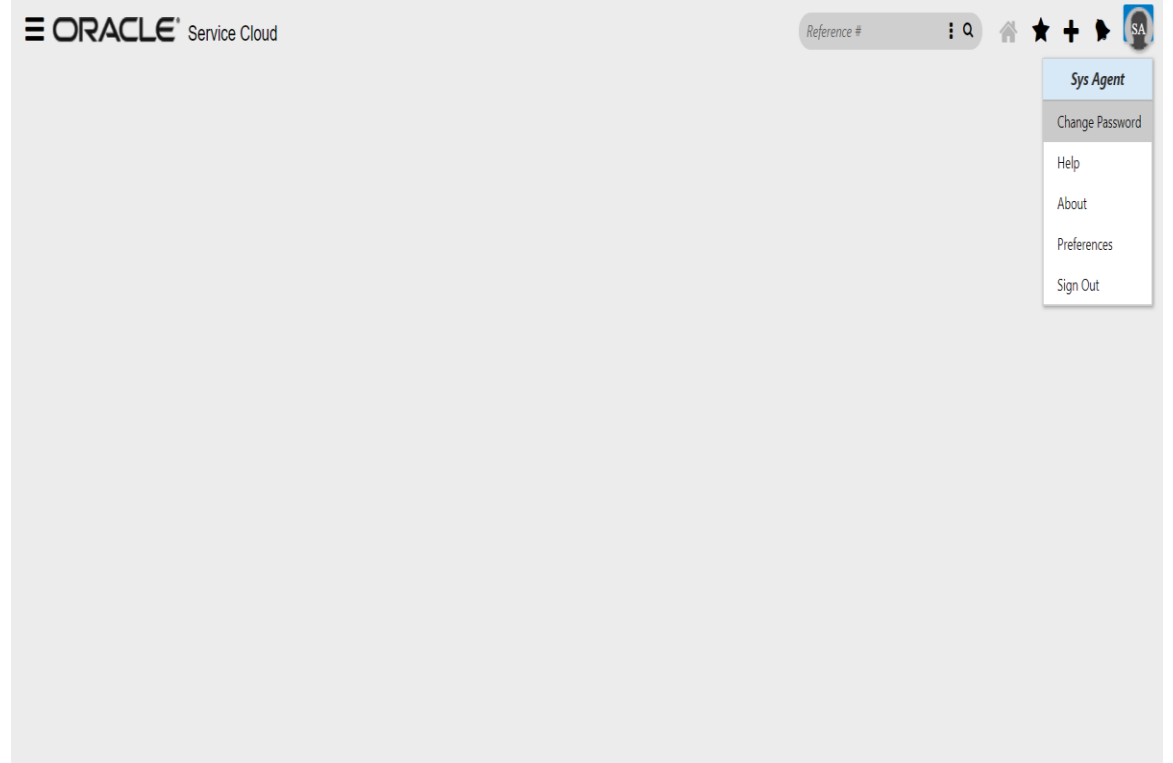
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



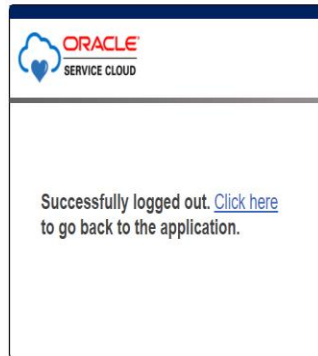
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



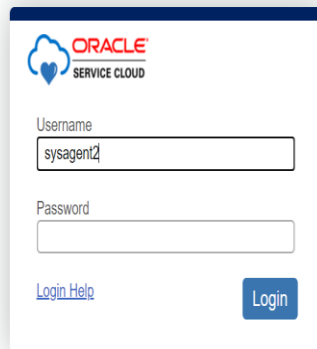
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE  
SERVICE CLOUD

Username  
sysagent2

Password

[Login Help](#) [Login](#)

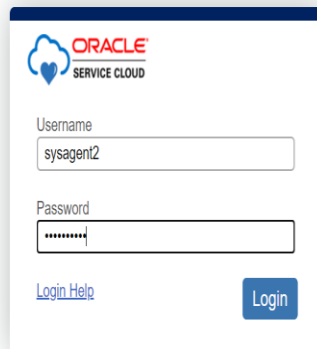
Step No:13

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



Step No:14

Step Description: Click on loginbutton

Expected Result: loginbutton should be clicked

Actual Result: The Element: loginbutton is clicked

Status: Pass



